

# Help us to improve the Sheffield Directory website

We've recently improved the tool we use to create the main website in Sheffield for information about local events and activities, things to do and help you stay independent safe and well: [www.sheffielddirectory.org.uk](http://www.sheffielddirectory.org.uk).

But having the right tool is only part of the solution. We need local people who can help us to improve the content of the website – whether that's information that's missing, details that are wrong or out-of-date, or ideas for ways the website can help people to take part in their community and help each other.



If you'd like to get involved, or if you just have questions and would like to talk to someone – please get in touch. Email [information@sheffield.gov.uk](mailto:information@sheffield.gov.uk). Or to speak to someone call Heather (0114 273 4763) or Mike (0114 273 5925).

There's more detail about what we're hoping to achieve and how we'll work together below. If you're not ready to get involved but want to stay informed about our work send us your email and we'll drop you a line occasionally with news on our progress and latest plans. Email [sheffielddirectory@sheffield.gov.uk](mailto:sheffielddirectory@sheffield.gov.uk).

## New Coproduction Group

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We're creating a coproduction group to review and develop the content of the directory. Coproduction can help make sure the advice content of the directory answers the questions people have, as well as the information services want people to know about. Coproduction can also help make sure the directory functions well – for example search results, categorisation, presentation and the user experience.

We've sketched out some group commitments and initial suggestions for ways of working for the group – but the detail on much of how we'll work together will be finalised as we begin to meet.

As well as the group we'll also work with local organisations and groups to make sure the website works for all our communities. Our website has a specialist area giving information and advice for parents and carers of children and young people with a special educational need or disability (often called SEND). This section is called our Local Offer. For many years the Council has worked in partnership with the Sheffield Parent Carer Forum to develop our Local Offer to address gaps and improve the quality of advice and information. This partnership will continue to improve and develop our Local Offer working with children and young people with SEND and their parents/carers, services across education, health, and care, and third sector organisations.

# Sheffield Directory Adults Coproduction Group

If you're not familiar with the idea of coproduction there's a really helpful [guide from the Coproduction Collective](#).

As they say it's a process not a practice: "just get your hands in and get messy with it... just iterate over time and see what works well."

That's exactly what we want to do – as we work together we'll make changes to make sure people enjoy and get the most from this work – and we improve the website.



If you'd rather listen to what people say they also have [16 videos on Coproduction](#).

We've adapted these commitments from a [coproduction toolkit](#) by Collective Wellbeing at Carnegie UK. They're just a starter to help our discussion - the group will decide the commitments we follow for this work.

<b>T</b>	<b>TEAM.</b> We all work together to identify how to improve the website.
<b>O</b>	<b>OPEN.</b> We are all open to discussing the different ways we can improve the website.
<b>G</b>	<b>GENUINE COMMUNICATION.</b> What's good and what's bad – and what's possible (limitations/timescales).
<b>E</b>	<b>EQUITABLE.</b> Opportunity for all to contribute. Everyone's view is of equal importance.
<b>T</b>	<b>TRUST.</b> Trust each other, and trust our work is valued and acted upon.
<b>H</b>	<b>HONEST.</b> Share views and opinions, share data (hits, complaints) and take shared responsibility for the actions we decide.
<b>E</b>	<b>ENGAGEMENT.</b> We engage in this work fully, and we agree any other engagement needed.
<b>R</b>	<b>RESPECT.</b> Each other and our views, and work through opposing views to make the right decisions on what to do.

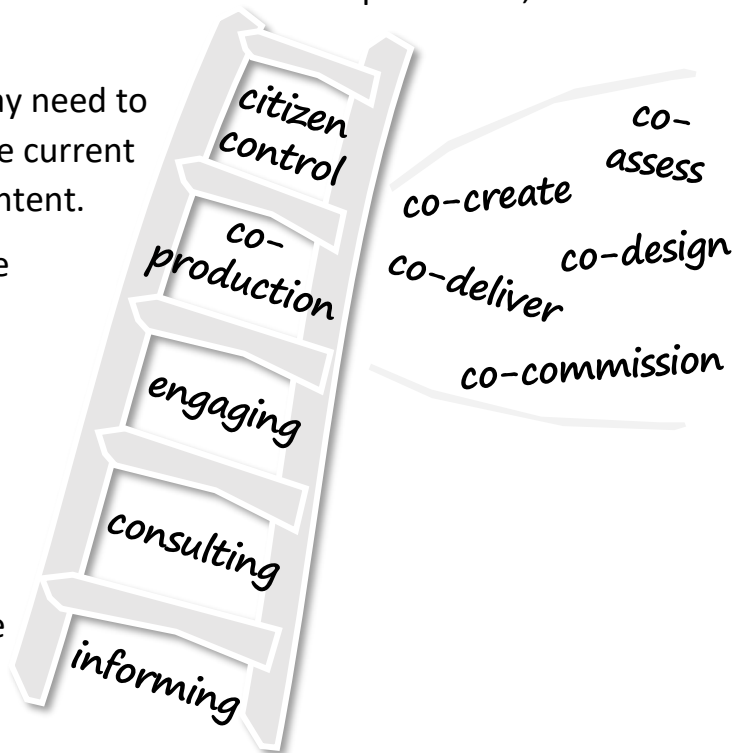
To begin we'll need to meet each other, agree some detail on the way we work, and the format for our meetings. We've given some ideas below to help with this, but the group will decide.

While we're a Coproduction Group, we may need to begin by prioritising our work to review the current website and identify the gaps and poor content.

Within the ladder of involvement there are several ways to coproduce. Coassessment will allow for work to begin quickly – for example where the group identifies missing content or a missing organisation the Council can draft new information, or ask the organisation to join the directory.

After we co-assess each topic we can decide what can be fixed by the Council, and what the group wish to be more involved in developing the improvements required.

As well as our commitments, it will help for us all to agree some ways of working. We've taken these ways of working from the Coproduction Collective's practical steps. They're a good start, but we think they should be tweaked for our group and this work, as suggested below. Again these are just our starter for 10 – the group will decide these together.



<p><b>Come to meetings prepared to participate, <del>having read and considered papers in advance.</del></b></p>	<p><i>We think SCC officers should prepare information to share at the meeting that will help us work together and decide what to do.</i></p>
<p><b>Present information in readily accessible ways and avoid overuse of jargon.</b></p>	<p><i>Key for our work, and the website itself.</i></p>
<p><b>Focus on discussing agenda issues within the time agreed for each item.</b></p>	<p><i>We know it can sometimes be difficult to keep to topic, and we can help with this. But the involvement experience is also vital and must be recognised, valued and prioritised. Where we can support the person with something not directly relevant to the discussion, outside the meeting, we'll do this. But it is in listening to each other that we will most grow, develop and give each other the confidence and energy to contribute.</i></p>

<p><b>Actively contribute to all discussions – including on issues outside of the person’s main interests/experience.</b></p>	<p><i>We would suggest you contribute when you have something to say that will add value. No-one is being valued according to how many times they speak. Trust is key – to feel in control of when to give opinions, to respect others, to accept the decisions we make.</i></p>
<p><b>Encourage others to contribute and be respectful of different views.</b></p>	<p><i>As above we want all to feel all of us have a voice, can speak freely without judgement, and agree together. Whatever decisions are reached it is from the willingness of all of us to talk and share, and accept the group’s decisions. And this is iterative – meaning we’ll review this again later to see if there are different or additional improvements we can make.</i></p>
<p><b>Contribute to ensuring decisions made are clear with responsibility for actions identified.</b></p>	<p><i>When we agree something must change – the SCC officers are responsible for recording this and will report on progress and completion. We envisage all actions will relate to our work. For other suggestions the SCC officers will forward this to the right service and ask them to respond to the person that suggested it.</i></p>
<p><b>Respect confidentiality where agreed, to allow sharing of information and views.</b></p>	<p><i>When someone share experiences or perspectives of a personal nature, we expect the group to understand this is not suitable to share with others.</i></p>
<p><del><b>Seek consensus where possible while not avoiding differences of opinion being acknowledged.</b></del></p>	<p><i>Repeat from above.</i></p>
<p><b>Value both knowledge and experience, and professional expertise.</b></p>	<p><i>We are all equal in deciding how to improve the website.</i></p>
<p><b>Ensure the result of the actions agreed is reported, completed/delayed/not possible (with explanations).</b></p>	<p><i>SCC officers will record and share details of our work and how the website is improved. SCC officers will report to the group actions completed immediately, in progress, and any changes required.</i></p>
<p><b>Contribute to discussions and evaluations on improving the coproduction activity.</b></p>	<p><i>SCC officers will help the group to review our work, how we improve the website and how we work as a group. A suggestion for how we collect people’s views on each meeting.</i></p>

# Assessing Our Progress

Date of meeting .....

**Scoring**

**YES: 3 points.**

**Needs to be better: 2 points.**

**NO: 1 point.**

**Please give your feedback by answering these questions.**

We are working well together.

We are sticking to our agenda.

People are being respectful of one another.

We take and implement decisions.

We are being frank and open about our work.

We are gradually achieving what we set out to do.

Overall, we are meeting our TOGETHER commitments.

Please add any other comments or suggestions